



Port Sunlight
VILLAGE TRUST

Job Description

Job Title:	Resident & Community Engagement Officer
Reports to:	Director of Operations
Directorate:	Operations
Position Type:	Full Time, Two year fixed term contract

Role Summary

The Resident and Community Engagement Officer is responsible for facilitating resident and community engagement in Port Sunlight Village, they will do this by:

- Supporting the implementation, management and effective delivery of Port Sunlight Village Trusts (PSVT) Resident Engagement Strategy enabling collaborative working between PSVT and Village residents across all areas of PSVT responsibilities.
- Facilitating community activities that broaden the range of engagement and enhance Village life. Promoting health and wellbeing, creativity, volunteering, heritage conservation, community spirit and cohesion.
- Working with residents to support fundraising approaches which support the development of community activities in the village.
- Developing monitoring frameworks to measure the impact of resident and community engagement activities

Key Accountabilities

1. **Village Voice** - Lead the recruitment, development, implementation, monitoring, evaluation and review of PSVT's Resident Engagement Strategy and specifically
 - Co-ordinate and support the advisory group meeting cycle
 - Support advisory group staff leads in facilitating meetings
 - Ensure delivery of induction training for staff and resident members
 - Provide the link between advisory groups to ensure collaboration where appropriate and avoid duplication of effort
 - Collate Village Voice Portal survey questions arising from the advisory groups and PSVT generally
 - Manage the portal and report on findings/outcomes through 'You said, We Did' to communicate impact
2. **Collaborative working** - Work with PSVT teams and wider partners to support and promote involvement and engagement of local people both within PSVT itself through the Village Voice and in the wider community.

3. **Support to community groups** - Support the development of local Residents' Associations to be an effective, accountable and generally facilitate community groups to help them grow and thrive.
4. **Sourcing Funding** - Identify and realise new funding opportunities through sponsorship, fundraising and grants to support the community programme with the aim of making PSVT's community engagement activity self-sustaining through this and volunteering.
5. **Managing Assets** - Be responsible for the management and maintenance of the Community Allotment and Church Hall and act as primary key holder and point of contact. Where other indoor and outdoor spaces are used to deliver community activity, ensure they are appropriate, accessible and that any risk assessment and/or health & safety needs are met.
6. **Promoting & Reporting** - Work alongside the Marketing and Communications Manager to ensure PSVT's community and resident engagement activities are promoted effectively to encourage high levels of awareness and participation.
7. Support delivery of PSVT's Volunteer Strategy and programmes, ensuring all volunteers have an equitable experience at PSVT.
 1. Work with the Village Voice advisory groups to identify new opportunities for volunteering and ensure a sufficient pool of volunteers exists to support the organisation and its activities.
 2. Be responsible for the line management of all volunteers recruited to support Resident and Community Engagement, always observing PSVT's volunteer policies and procedures.
8. Ensure the needs of the community are considered in the development of new facilities and services in Port Sunlight.
9. Collect and report on key performance information for all community and resident engagement activity.
10. Ensure all PSVT policies and procedures are adhered to.
11. Carry out duties in a manner that reflects PSVT 's values at all times.
12. Undertake any further duties determined as reasonable and necessary in the fulfilment of the role.

Person Specification

Essential Experience

- Community consultation and engagement
- Project planning and management
- Training delivery
- Fundraising and budget management
- Event management
- Working with diverse groups
- Developing partnerships
- Successful management of volunteers
- Experience of utilising digital media to promote opportunities
- Excellent communication skills, both written and verbal
- Must be flexible and willing to work evenings/weekends/public holidays as and when required
- A genuine interest in people and willing to go the extra mile
- Passionate about Port Sunlight and its community

Port Sunlight Village Trust Competencies

Customer Focus - Through provision of excellent customer service, ensures the Customer is at the heart of everything we do.

Team Work- Works collaboratively across the organisation to achieve the Trust's goals and objectives.

Making things happen Has a 'can – do' attitude to the role and identifies solutions to maximise performance in a timely manner.

Role Model – Represents the Trust at all times, and acts in manner that is professional, courteous and helpful

Our Values

- **Integrity:** You can trust us to do what we say
- **Respect:** We value diversity and treat everyone fairly
- **Knowledge:** We are always learning and improving
- **Passion:** We really care about both the past and future of Port Sunlight
- **Creativity:** We are problem-solver and openly share our ideas through partnership working
- **Participation:** We put the community at the heart of everything we do

Standard Checks (as applicable to role)	
Right to Work in UK	
DBS (Standard CRB Check)	
DVLA	
Qualification	
Employment History / References	
Declaration	

Reviewed by:		Approved By:	
Employee Signature		Date:	